

OVERHEAD #1

VIOLENCE IN THE WORKPLACE

Department of Health and Human Services

OVERHEAD #2

The training will focus on EIGHT topic areas:

- Facts About Workplace Violence
- What is Violence
- Types of Violence at Work
- Barriers to Addressing the Problem
- Recognizing the Problem
- What to do When You Recognize a Problem
- Making It Real and Applying What You Know
- Other Things to Consider

OVERHEAD #3

ACTS OF VIOLENCE IN THE WORKPLACE

- 48% OF EMPLOYEES SAID THAT THERE HAD BEEN A VIOLENT INCIDENT AT THEIR COMPANIES SINCE JANUARY, 1994.
- 45% OF EMPLOYEES ARE WORRIED THAT VIOLENCE WOULD ERUPT AT THEIR WORKPLACES.

Source: Society for Human Resource Management,
Issues Management Program, 1996 Survey

OVERHEAD #4

WORKPLACE VIOLENCE

- 39% OF EMPLOYEES SAID THAT THEY HAD BEEN VERBALLY THREATENED IN THE LAST YEAR
- 57% WERE INCIDENTS INVOLVING EMPLOYEES AT THE SAME LEVEL
- 17% WERE INCIDENTS WHERE AN EMPLOYEE TARGETED HIS/HER SUPERVISOR
- 60% SAID THAT THEY WOULD NOT HAVE BEEN ABLE TO IDENTIFY THE AGGRESSOR AS ONE WITH A POTENTIAL FOR VIOLENCE (SHRM, 1993)

Source: Society for Human Resource Management,
Issues Management Program, 1996 Survey

OVERHEAD #5

COSTS TO THE WORKPLACE ARE RISING



\$4.3 BILLION ANNUALLY

AVERAGE INCIDENT COST IS \$250,000

Source: "Workplace Violence: First Line of Defense", The Employment and Labor Law Series, 1994

**\$55 MILLION IN LOST WAGES EACH
YEAR**

**1.8 MILLION DAYS OF WORK LOST
EACH YEAR**

Source: Bureau of Justice Statistics (NCJ-178199), July 1994

OVERHEAD #6

THE DEPARTMENT OF HEALTH AND HUMAN SERVICES' DEFINITION OF WORKPLACE VIOLENCE

**“AN ACTION (VERBAL, WRITTEN, OR
PHYSICAL AGGRESSION) WHICH IS
INTENDED TO CONTROL OR CAUSE,
OR IS CAPABLE OF CAUSING,
DEATH OR SERIOUS BODILY
INJURY TO ONESELF OR OTHERS,
OR DAMAGE TO PROPERTY.
VIOLENCE INCLUDES ABUSE OF
AUTHORITY, INTIMIDATING OR
HARASSING BEHAVIOR AND
THREATS”**

OVERHEAD #7

OBVIOUS TYPES OF WORKPLACE VIOLENCE

- BOMBINGS
- SHOOTINGS
- HITTING
- FIGHTING
- SCREAMING
- THREATS

OVERHEAD #8

NOT-SO-OBVIOUS TYPES OF WORKPLACE VIOLENCE

- HARASSING
- STALKING
- EQUIPMENT SABOTAGE
- BUILDING SABOTAGE
- OTHER IRRATIONAL
RESPONSES (THROWING,
DEFECATING, ETC.)

OVERHEAD #9

REASONS FOR UNDERREPORTING

- Not Clear What and When to Report
- No Clear Process
- Afraid of Not Being Taken Seriously
- Afraid of Negative Consequences
- Shame and Embarrassment
- No Trust in System

Source: Crisis Management Group, Inc., 1995

OVERHEAD #10

COMMON MISTAKES MADE BY ORGANIZATIONS

- Fail to adopt/publicize policy
- Fail to train supervisors and managers in implementation of policy
- Use standard psychiatric or psychological services to assess employee threat of violence instead of an interdisciplinary Crisis Management Team
- Ignore vague or indirect threats
- Press charges in court before conducting their own inquiry or speaking to employee
- Assign responsibility to one particular function (e.g. legal, HR, security, EAP)

OVERHEAD #11

LEVELS OF VIOLENCE

LEVEL ONE

(Early Warning Signs)

The person:

- refuses to cooperate with those in authority
- spreads rumors and gossip to harm others
- consistently argues with employees/clients
- belligerent toward customers/clients/employees
- constantly swears at others
- makes unwanted sexual comments

OVERHEAD #12

LEVELS OF VIOLENCE

LEVEL TWO

(Escalation of the Situation)

The person:

- argues increasingly with customers, vendors, employees and management
- refuses to obey agency policies and procedures
- sabotages equipment and steals property for revenge
- verbalizes wishes to hurt employees, clients and/or management
- sends sexual or violent notes to employees and/or clients
- sees self as victimized by the Department (me against them)

OVERHEAD #13

LEVELS OF VIOLENCE **LEVEL THREE**

**(Further Escalation, Usually Resulting
in an Emergency Situation)**

The person frequently displays
intense anger resulting in:

- recurrent suicidal threats
- recurrent physical fights
- destruction of property
- utilization of weapons to harm
others
- commission of murder, rape,
and/or arson

LEVELS OF VIOLENCE DOMESTIC VIOLENCE

Often times the incidents occur outside the workplace, however, the warning signs may be recognized at work.

The victim may show signs of:

- increased fear, emotional episodes, signs of physical injury and/or other physical stress
- deterioration of work performance

OVERHEAD #15

**WHEN EARLY
SIGNS OCCUR
(LEVEL 1)**



OBSERVE



REPORT



CONTACT

OVERHEAD #16

WHEN THE SITUATION HAS ESCALATED (LEVEL 2):

- DOCUMENT IN DETAIL
- CONTACT SUPERVISOR, CRISIS MANAGEMENT TEAM, LAW ENFORCEMENT, SECURITY
- SECURE SAFETY
- CONTACT OTHERS LIKE THE EAP, UNION, AND/OR EMPLOYEE RELATIONS
- ASK RELEVANT QUESTIONS
- IF AN EMPLOYEE, SUPERVISOR AND OFFENDING PERSON SHOULD MEET AGAIN

OVERHEAD #17

ASK QUESTIONS RELEVANT TO THE PERSON'S COMPLAINT SUCH AS:

What can you do
to try to regain
control of
yourself?

What can I do to
help you regain
control?

What do you
hope to gain
by committing
violence?

Why do you believe
you need to be
violent to achieve
that?

OVERHEAD #19

HOW TRAUMAS AFFECT EMPLOYEES

① **Stage One:**

- “Shock Stage” (ex. shock, denial, disbelief or numbness)
- fight or flight survival reactions

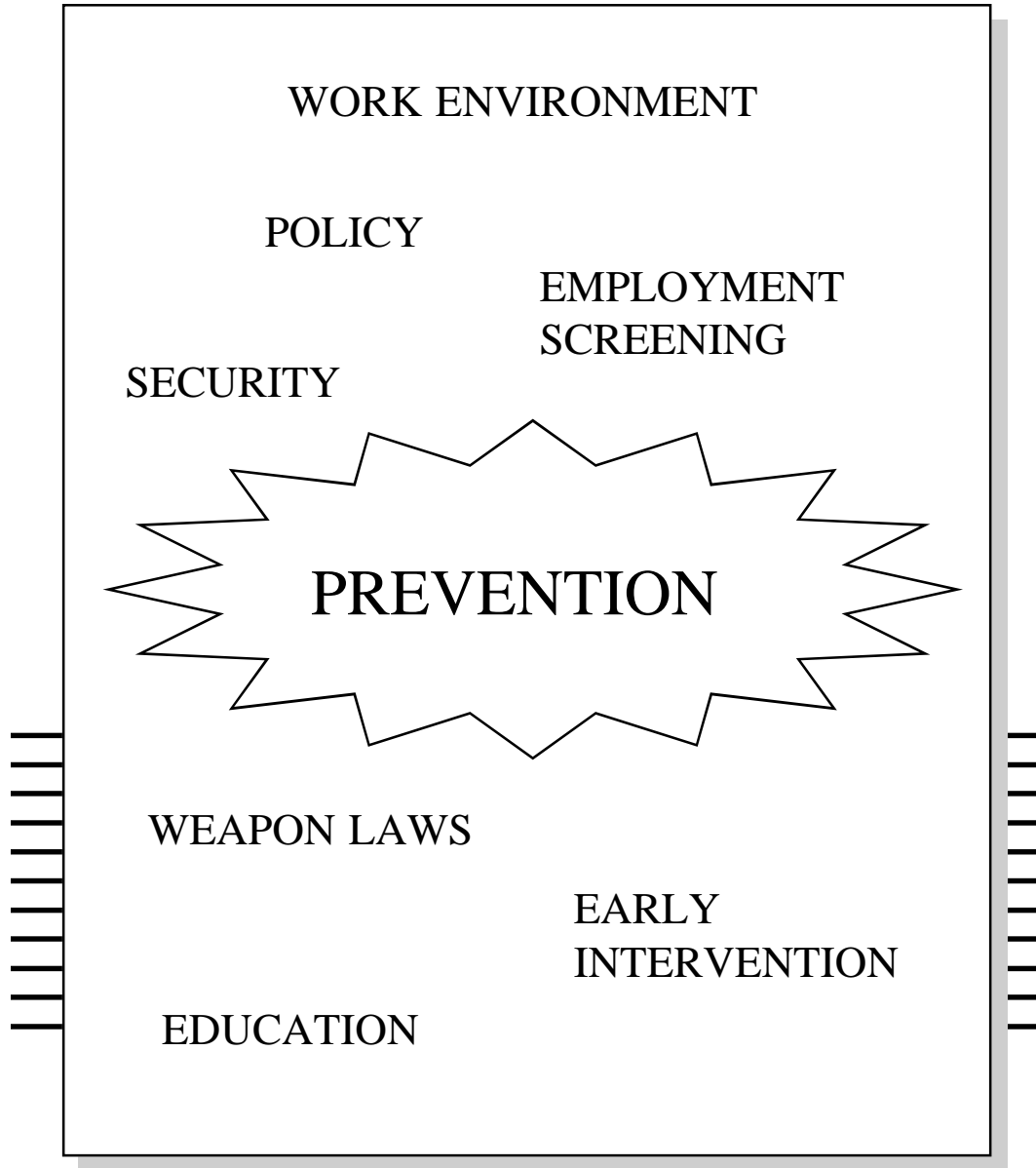
② **Stage Two:**

- “Impact Stage” - a variety of intense emotions (ex. anger, sorrow, guilt)
- May last anywhere from a few days to a few months

③ **Stage Three:**

- “Reconciliation Stage”- employee tries to make sense of the event

OVERHEAD #22



OVERHEAD #18

**IN AN EMERGENCY
(LEVEL 3)**

- REMAIN CALM
- CALL 911 AND OTHER APPROPRIATE
EMERGENCY CONTACTS
- COOPERATE WITH LAW ENFORCEMENT
PERSONNEL
- CONTACT MEMBERS OF THE CRISIS
MANAGEMENT TEAM
- IF PERSONALLY CONFRONTED, USE
PROCEDURES IN LEVEL 2

OVERHEAD #20

CONSIDERATIONS FOR MANAGEMENT

- BE SENSITIVE
- OBSERVE THE RIPPLE EFFECT
- BE SURE THE EMPLOYEE IS NOT ALWAYS ISOLATED
- CONTROL MEDIA ACCESS
- DO NOT JOKE ABOUT THE EVENT
- DO NOT TRIVIALIZE THE EVENT
- SUGGEST HELP THROUGH THE EAP AND OTHER TRAUMA SPECIALISTS

OVERHEAD #21

HELPING YOURSELF!

- **EAT RIGHT:** keep stimulants to a minimum and do not use alcohol/drugs to cope
- **EXERCISE:** regularly and at least within the first 24 hours following the incident
- **SLEEP:** get plenty of it!
- **TALK:** take advantage of social support systems
- **LIFE-STYLE:** set a realistic schedule, avoid boredom, take time to do enjoyable things
- **GET HELP:** don't be afraid to seek outside help when needed
- **FUTURE:** plan for your future safety